



8 Steps for Process Improvement

1

Projects Charter

Important elements of a charter should include measurable goals, a specific process with boundaries and a deliverable. It should also be brief and understood and agreed by everyone.

2

Define Current Process

A team should have a firm grasp on the process. Tools such as flowcharts help define the situation. The goal is to paint an accurate picture of the process that everyone understands.

3

Simplify The Process

Fix obvious problems. Use time-valued flowchart. Remove all non-value-added steps such as large time sinks and duplicated work. Test new simplified process.

4

Identify Remaining Causes

Find "root causes" and hidden causes through rigorous analysis. Use tools such as a pareto chart. Get everyone actively involved and set challenging time limits.

5

Identify The Solutions

Decide on final solutions. Reach consensus. Decide what to measure to gauge success. Prepare detailed documentation such as a flow chart and standard operating procedures.

6

Test The Solutions

Plan your test. Conduct the test and gather data. Study the results. If solution worked, implement process. Adjust as necessary. Remain objective when testing the solution.

7

Standardize The New Process

The team should get assistance from other departments and work in groups. Prepare documentation of new process. Establish training for all those involved in the new process.

8

Define Future Actions

The most important step! Always take action. The operations manager must support and enforce the new process. A steering committee can support and provide guidance.